



# Information Technology Specialist

## U.S. BANKRUPTCY COURT SOUTHERN DISTRICT OF CALIFORNIA

Salary: CL-26 \$44,526 - 72,374 (depending on qualifications).  
Promotional potential to the CL-27 level without further competition.  
Posting Dates: Sunday, January 3, 2010 to Friday, January 15, 2010

The U. S. Bankruptcy Court in San Diego is seeking highly qualified candidates for the permanent full-time position of Information Technology Specialist. The Information Technology Specialist is a member of the clerk's office and reports to the Information Systems Manager.

### **Representative Duties**

- Inquires, researches and analyzes difficulties encountered by users and determines problem sources and potential solutions. Responds to help desk calls and e-mails, logs computer problems, and assists with problems. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts, assigns passwords, and provides end user training.
- Creates and runs reports. Installs or assists in the installation of upgrades or new or revised off-the shelf/desktop releases. Designs, configures, and implements computer hardware and operating system software. Develops standard guidelines to guide the use and acquisition of software and to protect vulnerable information.
- Provides support for mobile computing devices and remote access, including notebooks, Blackberry devices and mobile phones. Confirms that back-ups are run. Performs inventory control duties.
- Provides support for courtroom technology including audio visual equipment. Assists with installation and training of new courtroom technology.
- Provides cabling support.
- Prepares and maintains the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoots hardware and software problems throughout the court, including chambers. Performs basic system support for telephone systems, such as additions, deletions, and moves. Analyzes help desk log. Creates user accounts. Creates local court forms from off-the-shelf software. Customizes programs for local needs and trains personnel in their use. Provides day-to-day systems backups and verifies the validity of data.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving computer system problems.
- Recommends hardware, equipment, and software updates. Assists in evaluation, and procurement of equipment, software, services and automation training.
- Performs disaster recovery operations. Provides user support, training, and problem resolution for systems-related problems. Plans for disaster recovery operations and testing, including desktop anti-virus. Produces useful system documentation, and performs system startup and shutdown procedures, and maintains control records.
- Manages and coordinates the timely repair of hardware including UNIX/LINUX computers, personal computers and other related communications devices and printers. Installs, troubleshoots, and configures TCP/IP access to applications.

- Trains users to work with computer systems and programs. Diagnoses hardware and custom off-the-shelf software problems, and replaces defective components. Maintains and administers computing environments, including computer hardware, systems software, and all configurations. Recommends changes to improve systems and configuration, as well as determines hardware or software requirements related to such changes. Interacts with non-technical users to understand and determine their administrative and legal needs, and whether they can be addressed through automation.
- Develops and implements short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Researches, learns and develops technical knowledge and proficiency on new projects, newly acquired or developed systems and unfamiliar tasks. Recommends, schedules, plans, and supervises the installation and testing of new products and improvements to computer systems.
- Installs, configures, and supports computer work stations, including all application software and remote access tools on desktop, laptop and PDA devices. Troubleshoots quality control and security issues. Prepares computers for security purposes with new software updates, password protections and hardware lock downs. Ensures all PCs have current software updates and virus guard updates.
- Collaborates and consults with Systems Team members on their technical assignments and provides relief coverage in their absence.

### **Minimum Qualifications**

To qualify for the position of Information Technology Specialist, an applicant must have:

- A high school diploma or equivalent.
- Two years general work experience, which includes a significant amount of work in information technology.
- One year of experience in an office or administrative environment which includes the application of clerical procedures; the use of specialized terminology; the application of rules, regulations or laws; word processing and data entry software. Such experience is commonly encountered in law firms, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.
- Experience with imaging Windows machines.
- Candidates must possess exceptional communication skills, as this position requires frequent contact with a wide variety of individuals, both within and outside of the Judiciary.

### **Preferred Qualifications**

- Experience with Novell Zenworks
- Familiarity with Novell OES
- Completion of a Bachelor's Degree

### **Information for Applicants**

As a condition of employment, the selected candidate must successfully complete a background investigation (going back 10 years), and every five years thereafter the employee will be subject to an updated investigation similar to the initial one.

Applicants must be U.S. citizens or eligible to work in the United States. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

**How to Apply**

**Preferred method** – submit your cover letter and resume through the court's website at [www.casb.uscourts.gov](http://www.casb.uscourts.gov). Or, you may send your cover letter and resume by mail to:

Human Resources (ITS)  
U. S. Bankruptcy Court  
325 W. "F" St.  
San Diego, CA 92101-6991

Resume and cover letters will be accepted through Friday, January 15, 2010.

**Employee Benefits**

Benefits are listed on our Job Vacancies webpage.

The United States Bankruptcy Court reserves the right to amend the conditions of this job vacancy announcement, or to withdraw the announcement at any time without prior written or other notice.